Damage Prevention and Virginia's Multicultural Workforce

2023 Damage Prevention Conference
Virginia Beach April 25 - 27, 2023

SCC Commonwealth of Virginia STATE CORPORATION COMMISSION

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Washington Gas™ A WGL Company

Introductions

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- Conduct voluntary and settlement training in English and Spanish
- Support Regional Partner (Local Damage Prevention Committee) meetings
- Spanish/English translation and interpretation

Rosemary Langowski

Washington Gas™
A WGL Company

- Public outreach
- DP training in English & Spanish
- Damage investigations
- Translation and interpretation
- Regional Partner (Local Damage Prevention Committee) meetings
- Co Chair at CGA Education Committee

Fernando Mendez

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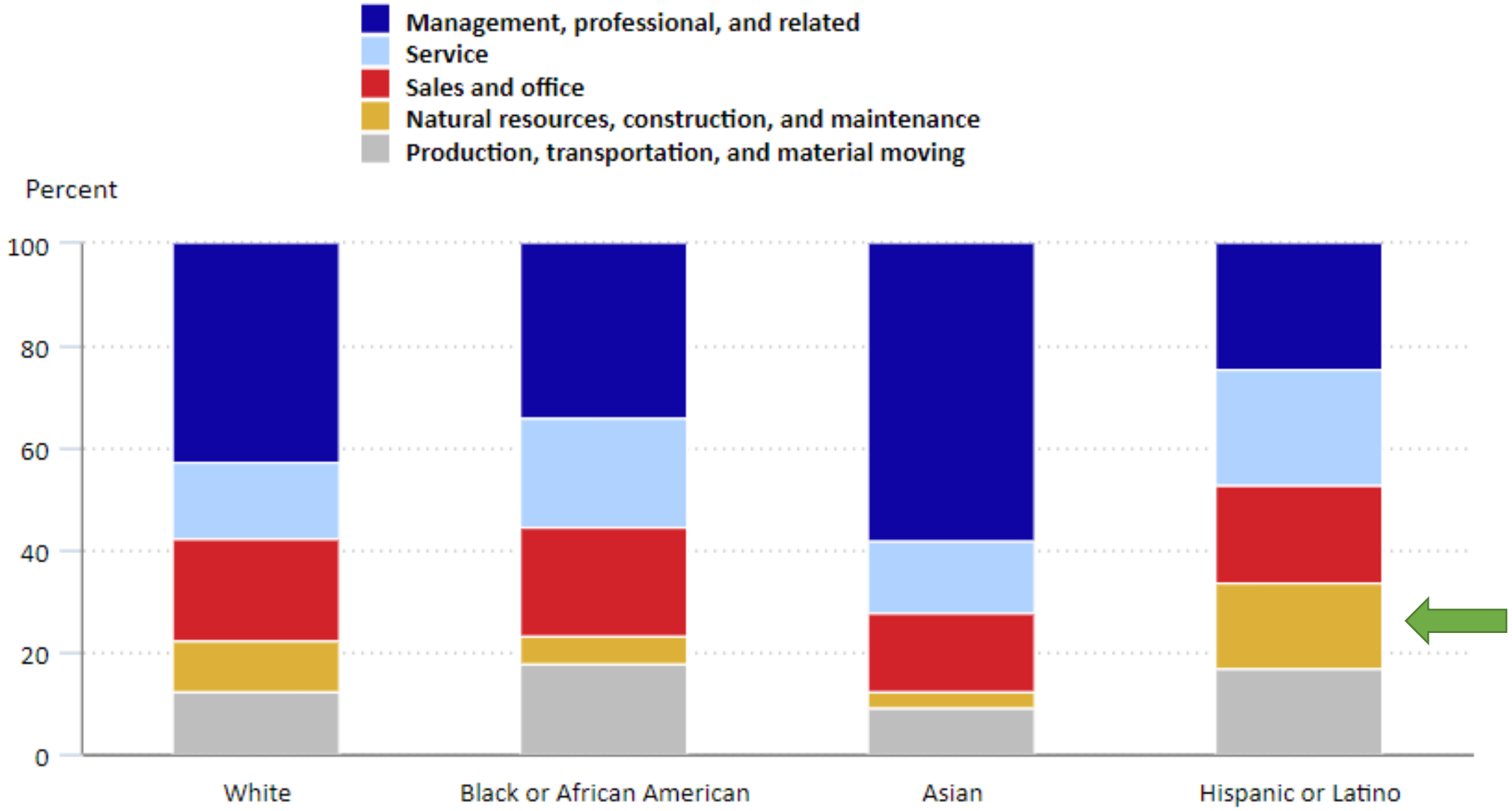
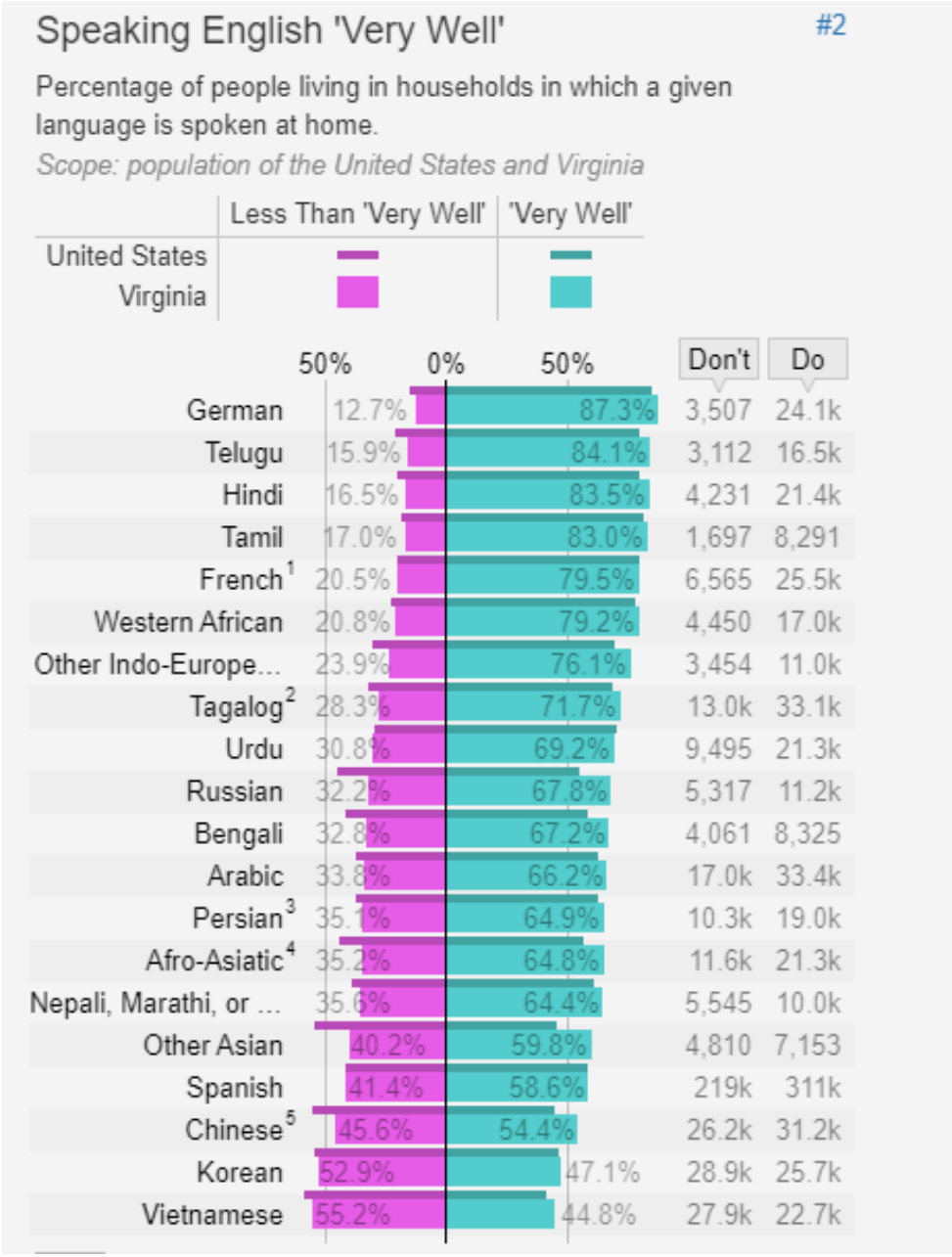
- Started at VA811 in 2020
- Northern Virginia Liaison
- Training in English & Spanish
- Public outreach
- Multimedia
- Translation and interpretation

Who makes up Virginia's multicultural workforce?

Chart 3. Employed people by occupation, race, and Hispanic or Latino ethnicity, 2021 annual averages



English Proficiency in Virginia



English Proficiency in the Workforce

Ages 18-64	5,353,976	100%
Speak only English	4,374,118	81.7%
Speak language other than English	979,858	18.3%
Speak English "very well"	626,334	11.7%
Speak English less than "very well" (LEP)	353,524	6.6%
Speak Spanish	434,307	8.1%
Speak English "very well"	239,964	4.5%
Speak English less than "very well" (LEP)	194,343	3.6%

Spanish-speaking population of Virginia

- Approximately 721,000 people (8.4% of the state's population).
- The largest concentration of Spanish-speaking residents is in Northern Virginia.
- About 52% of Spanish-speaking adults in Virginia have completed high school.
- The top three countries of origin for Virginia's Spanish-speaking population are Mexico, El Salvador, and Honduras.

Population projections

- Virginia's population is expected to grow by about 10% over the next decade.
- Virginia's Hispanic population is generally younger than the state's overall population.
- It's important to note that population growth projections can be impacted by a range of factors, such as changes in immigration policies, economic trends, and other social and political factors.

Myths, Stereotypes, and Generalizations

Things we can't make assumptions about:

- Educational background
- Primary language
- Legal status

Also keep in mind:

- Utility infrastructure in U.S. is different than in their home countries
- Utility infrastructure protection laws in the U.S. are different than their home countries

What does this mean for damage prevention?

Language and Cultural Issues in DP

- Access to information in other languages
- Issues around information distribution
- Attitudes about safety, productivity, authority
- Self selecting group – higher risk tolerance
- Punitive-action-only policies motivate workers to not report damages

Why we must address these issues

Fair and equitable treatment of workers

Diversity, equity, and inclusion in the workplace contributes to a stronger workforce

Safety and prevention of damages are for the public benefit

Infrastructure Bill

- Over $6 billion - Energy Act of 2020 and Bipartisan Infrastructure Investment and Jobs Act
- VA will receive over $1billion dollars over a period of 5 years to improve:
  - → Highways
  - → Bridges
  - → Public transportation
  - → Electric vehicle charging network
  - → Water infrastructure
  - → Rural broadband
- Who will be working these projects?

What WG has done to address needs

Virginia 811
Jul 19, 2022 ·

Thanks to Washington Gas for inviting our liaison Fernando Méndez to present the law training at a safety meeting with Dominguez Services LLC! It was a great day for damage prevention training! 👷💚

#SafetyThroughEducation #DigWithCARE #KnowWhatsBelow #Contact811 #keepVirginiaSafe #Virginia811

What VA811 has done to address needs

- Field training in Spanish

- Public outreach

- Collaboration with other stakeholder

What VA811 has done to address needs

- Academy content available in Spanish

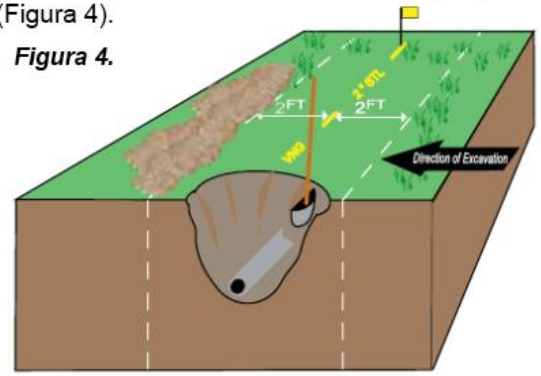
- Spanish Materials

What the SCC has done to address needs

- Hired bilingual training and outreach specialist
- Trainings offered in Spanish in person and online
- Interpretation available for Advisory Committee Meetings
- Bilingual staff available to discuss legal notices
- Soon to release Spanish translation of Professional Excavator's Manual

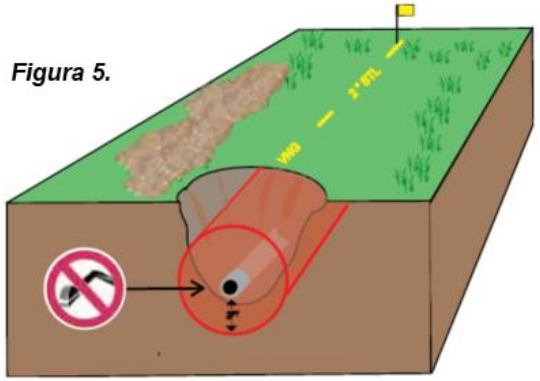
1.) Exponer los extremos de la línea de servicio subterránea mediante la excavación manual antes de comenzar la excavación propuesta (Figura 4).

Figura 4.



2.) No utilizar equipo mecanizado dentro de los dos (2) pies de la línea de servicio público expuesta (Figura 5); y

Figura 5.



3. Proteger la línea de servicio público expuesta de daños.

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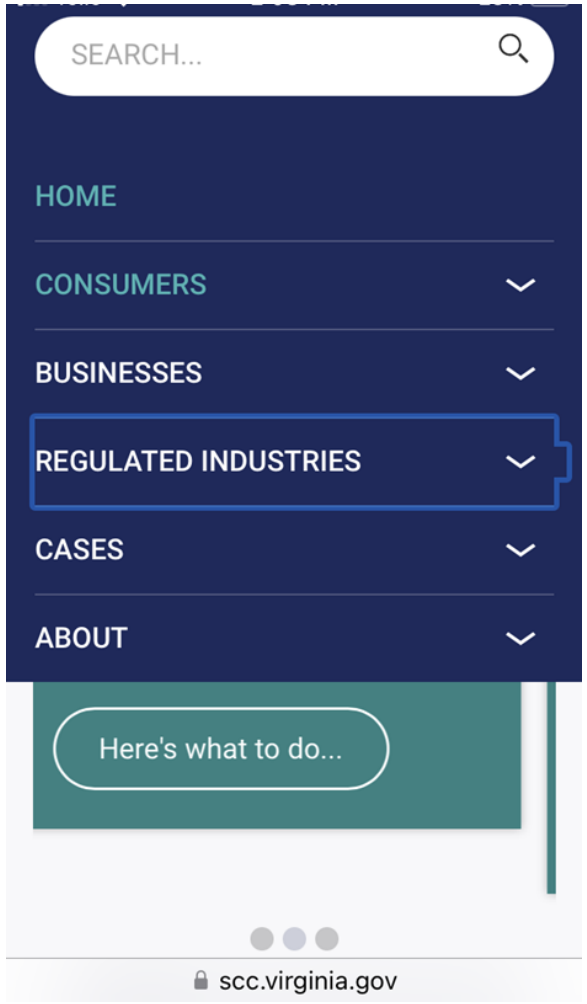
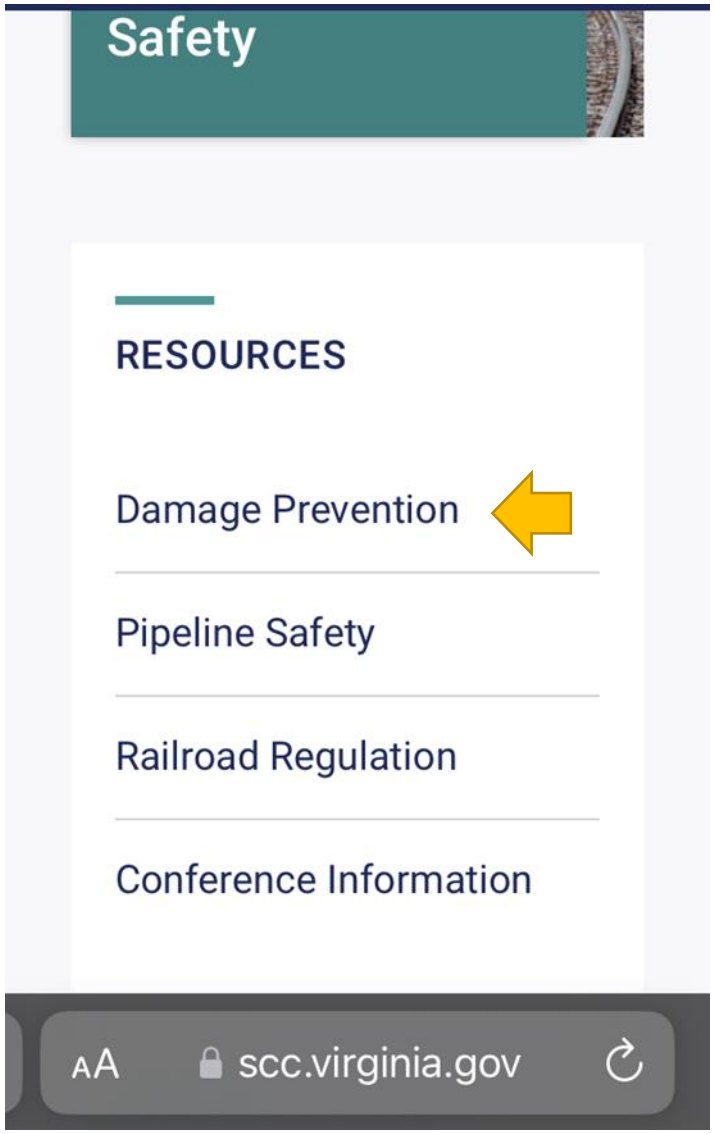
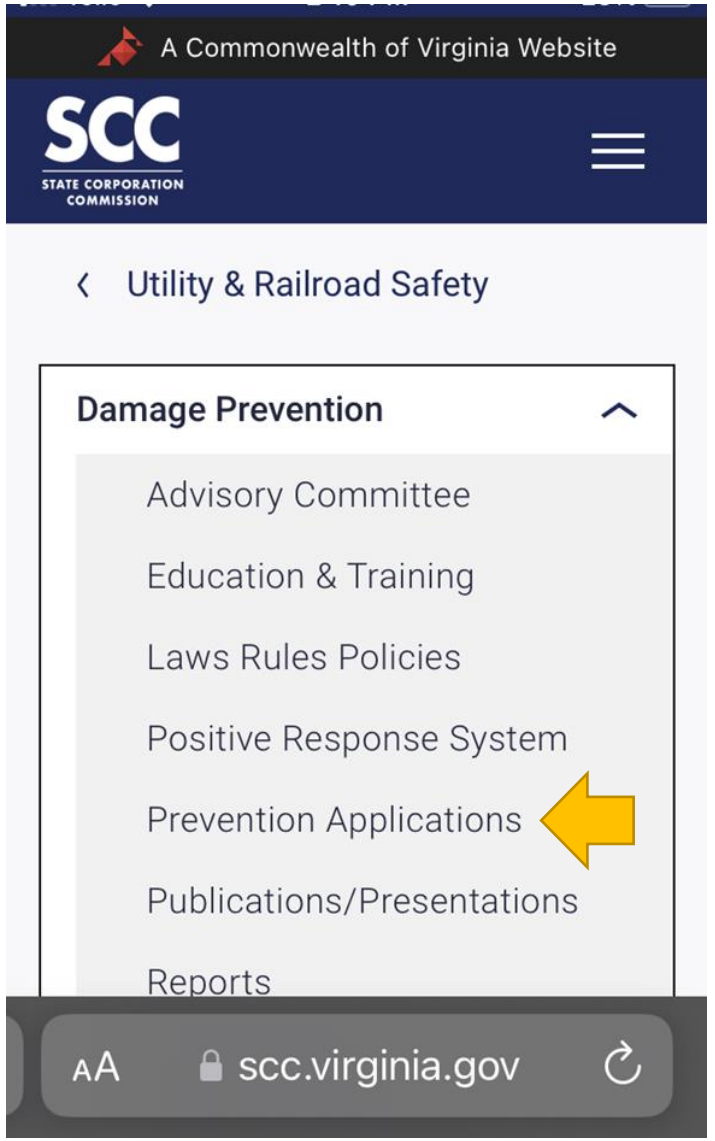
Professional Excavator's Manual in Spanish

Where to find it




Safety
RESOURCES
Damage Prevention
Pipeline Safety
Railroad Regulation
Conference Information
AA
scc.virginia.gov


A Commonwealth of Virginia Website
SCC
STATE CORPORATION COMMISSION
Utility & Railroad Safety
Damage Prevention
Advisory Committee
Education & Training
Laws Rules Policies
Positive Response System
Prevention Applications
Publications/Presentations
Reports
AA
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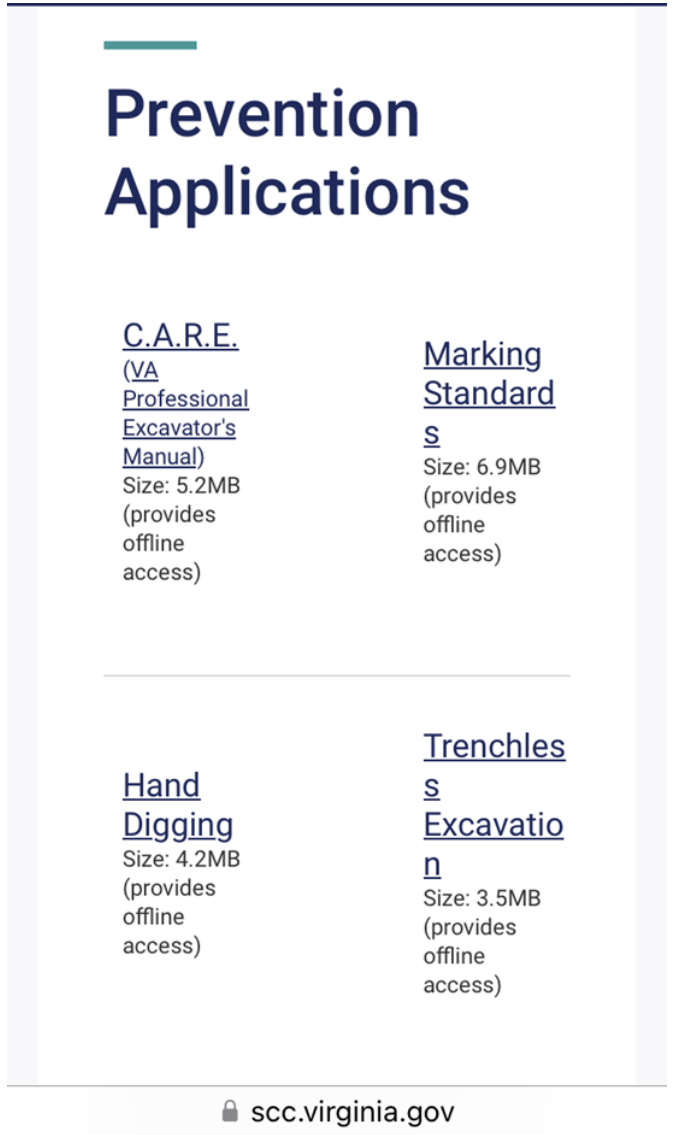
Prevention Applications
C.A.R.E. (VA Professional Excavator's Manual) Size: 5.2MB (provides offline access)
Marking Standards Size: 6.9MB (provides offline access)
Hand Digging Size: 4.2MB (provides offline access)
Trenchless Excavation Size: 3.5MB (provides offline access)
scc.virginia.gov

Virginia Professional Excavators Manual

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Please add a link to this page on your home screen for future use.

For Device:

iPhone and iPad - In Safari, tap the Share icon , then 'Add to Home Screen'

Android Phone and Tablet - Chrome will pop up an INSTALL message. Click on that and it creates an icon on your Home Screen.

OR Tap the Menu button and 'Add to Home Screen'

Note: Try using Chrome instead of the built-in browser if having viewing problems on your Android phone.

Other Devices - Add to Home Screen or Create Shortcut as required for device. Windows Chrome and Edge will have an INSTALL button in far right of address bar that makes it very easy.

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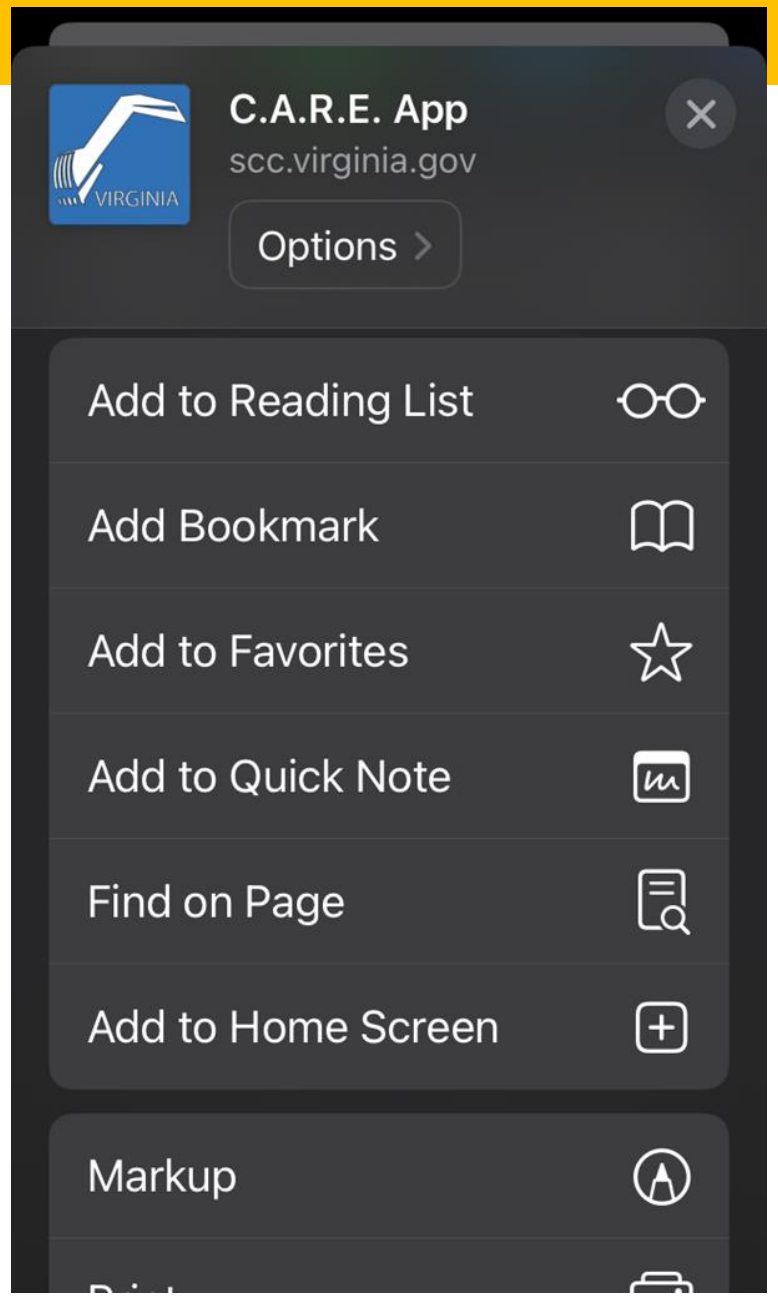

How can we be more inclusive?

Culturally sensitive outreach and education

- Common Ground Alliance has bilingual resources

How can we get subcontractors more involved as stakeholders?

Thinking about how to restructure public meetings for inclusion

Q & A